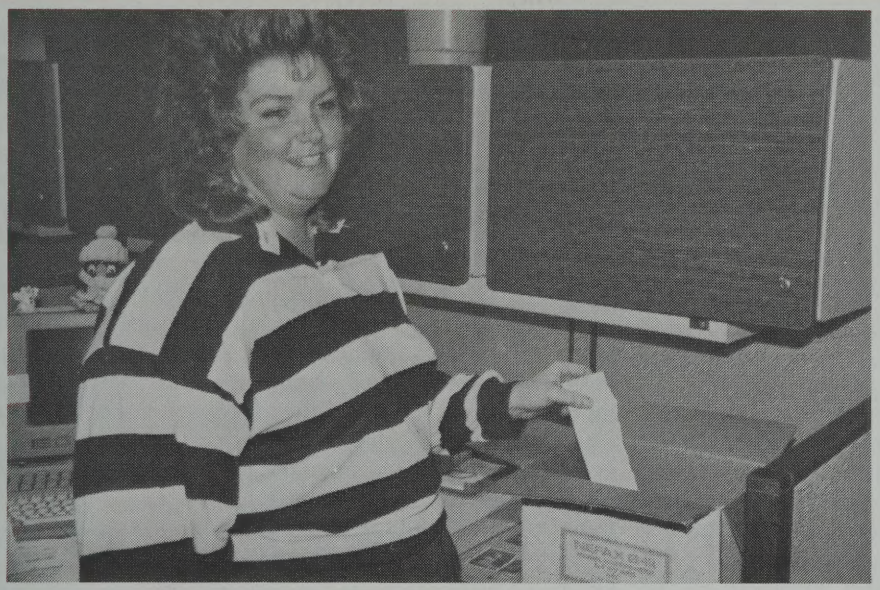
Motor Vehicle Services

TALE LITE

SEPTEMBER/OCTOBER 1989 VOL. 2, NO. 8 New Jersey Department of Law and Public Safety, Division of Motor Vehicles



Rose Grady of the Data Output Section picks the first round of winners in the Division's seat belt awareness campaign. Grady's own life was saved four years ago because she was wearing a seat belt.

Employees pledge to buckle up in 'Make It Click' campaign

Nearly 400 MVS employees have signed and returned pledges agreeing to use their seat belts and participate in the New Jersey State Safety Council's "Make It Click—Buckle Up" seat belt awareness campaign. The Council's goal is to increase the use of seat belts and child safety seats.

In order to encourage employee participation at MVS, workers were encouraged to send in pledges vowing "to buckle-up, to protect children by placing them in safety belts or child safety seats, and to encourage fellow passengers to get into the buckle-up habit." A series of random drawings were held during September, like a lottery, to isolate "winners." They will receive "buckle-up" key rings and certificates as well as "New Jersey and You" coffee mugs.

"The intent isn't to reward just a few employees while passing others by," Director Glenn R. Paulsen said. "The intent is to generate employee awareness. Everyone who signs a pledge is a winner."

The "Grand Prize" winner will receive two complimentary tickets to the MVS holiday dinner dance in December. All winners will be announced in

(Continued on Page 6)

WE WON!

MVS receives not one, but three AAMVA awards!

Motor Vehicle Services has received three awards for entries submitted in this year's American Association of Motor Vehicle Administrators' Public Affairs/Consumer Education Competition held recently in Nova Scotia, Canada, and the international competition in New Orleans.

MVS won Region I awards for its efforts to publicize both internally and externally the "How Can We Help" campaign and for the agency's recently produced television public service announcement which illustrated the "rebuilt" Division through a series of animations. The entries were prepared by Motor Vehicles' Office of Public Affairs.

New Jersey competed against other states in the northeast region for the honors. MVS also received AAMVA's international plaque for the general program campaign "How Can We Help?"

(See photo on Page 7.)

MAJOR HEALTH BENEFIT CHANGES

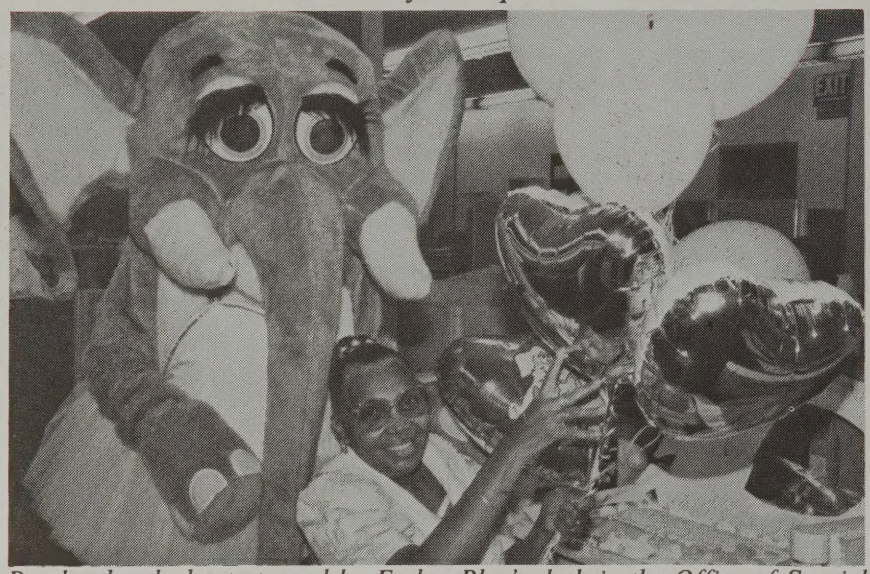
A special open enrollment for health benefits will be held from October 16 through November 15 to introduce a new Preferred Provider Organization (PPO) health benefits plan to employees. Enrollment in this or in any other health plan currently offered by the state during this time period will take effect beginning January 1, 1990.

During that special enrollment period, *all* employees will be asked to complete a health benefits enrollment application, whether they are changing plans or not. This information will be used to update the Division of Pensions data base.

More details on the new plan and how to enroll will be in the next TALE LITE. Details also will be sent to all employees by Personnel in early October.

Open enrollments in the future will be during the month of April.

Birthday Surprise



Dumbo the elephant stopped by Evelyn Blue's desk in the Office of Special Assistance and Customer Complaints on August 29 to help her celebrate her birthday. The visit was arranged by her daughters, Dawn Blue, Vicki Rihos, and Joelle Daniels, who works in the Data Output Section.

THE TALK AT MVS

Data Entry Unit employees have returned to MVS after a summer of travel. **Regina Lewis, Marion Samarone** and **Marie Johnson** tried their luck in Las Vegas, but a jackpot wasn't in the cards for them. **Juanita Fulford** spent the week of August 14 in Florida, and stopped off at an Indian reservation in Greenville, S.C.

✔

Four employees of Data Entry celebrated birthdays in September—**Linnette Baez** on the 12th, **Vicki Mial** on the 21st, **Alice Alston** on the 23rd, and **Carol Russell** on the 24th. **Mary Weinmann** celebrated her birthday on August 31.

✔

Diana Taylor of the Data Entry Unit was married July 8 to **Donnell Drew**. They honeymooned in the Poconos.

✔

Support Services Representative 2 **Janet Samuel** welcomed her fourth child, **Tenisha Kimberly**, born in June weighing six pounds, 14 ounces.

✔

Get well wishes to Safety Specialist 2 **Barbara Lathrop** and Senior Building Maintenance Worker **Charles Armstrong**, both of the Rahway Inspection Station, who are recuperating from recent surgery. Barbara was a patient in the Robert Wood Memorial Hospital in New Brunswick, and Charles was in Elizabeth General Hospital.

✔

Safety Specialist 1 **Robert L. Rountree** of the Technical Support Unit at Quakerbridge Plaza attended the graduation of his son, Navy Lieutenant **Robert Rountree Jr.**, from the Navy's "Top Gun" School in San Diego recently. Lieutenant Rountree is a fighter pilot assigned to the VF 111 "Sundowners" Squadron on the Carl Vincent nuclear carrier, which is currently on a two-month cruise off the coast of Korea.

✔

Personnel Aide 1 **Lois Harkanson** of the Personnel Management Bureau is recuperating at home from a heart attack suffered on August 2.

✔

Congratulations to Supervisor 4 **Richard Ditmar** of Bakers Basin and his wife, **Deane**, on the arrival of their third child, **Matthew Vincent Ditmar**, on June 28, weighing eight pounds, nine ounces. Matthew joins a brother, **Richard, Jr.**, 5, and a sister, **Danielle**, 2.

(Continued on Page 3)

Card of Thanks

On behalf of my family I would like to thank everyone for all the expressions of sympathy on the passing of my father, James Oliphant, on June 25. Your kindness was deeply appreciated during the loss of our loved one.

Deborah Abdullah
Analyst 2
Court Liaison Unit

PERSONNEL TIPS

Dental plan enrollment

By ED BESKO

September is the only month for employees to enroll in either the Prudential Dental Plan or a Dental Plan Organizational Program provider. Please read the booklets provided on the plans so you can make a decision. The booklets and additional information are available by calling Barbara Louis at (609) 292-4830.

* * *

A reminder—Employees who remain on the job after the age of 70 and who are members of the Public Employees' Retirement System will continue to receive full life insurance coverage.

The coverage will be one and a half times their salary if employees have noncontributory life insurance. If they also have contributory life insurance, the coverage will be an additional one and a half times their salary. For example, if they have both contributory and noncontributory life insurance, the beneficiary will receive three times the employee's salary.

* * *

When employees respond to a posted promotional announcement, they must file their application by the closing date printed on the announcement. Failure to meet the closing date will result in not being accepted for participation in the examination process. If an application is mailed, the postmark must be by the closing date.

A. Robert King, Jr., who was Chief Personnel Officer at MVS, and his wife, Lee King, enjoy the farewell dinner given to them by co-workers at Peroni's Waterfront Restaurant in Trenton. King left the Division on June 19 to accept a position in the Attorney General's Office. He had been with MVS for 16 years.

DIRECTOR'S MESSAGE

The Customer Is Not Always Right

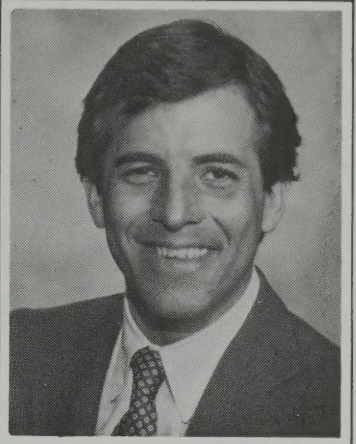
Each week I read many letters and customer report cards praising our agencies, inspection stations, regional centers, and telephone service. I also read complaints and concerns. I would like to share two samples with you. What facility or function they are about is not why I chose them. It is because they help highlight some key points about customer service that I think all of us need to keep in mind.

One letter was extremely complimentary and discussed at length how care, concern and a professional attitude by our employees turned what their customer had anticipated would be a bad experience—"similar to root canal work"—into a good experience. He thanked us for treating him as a "valued client" and closed by congratulating us on the degree of "professionalism" MVS has attained.

The other letter, unfortunately, was not so complimentary. It was written to the Governor by a customer who had recently gone through our inspection process for the first time. He indicated in his letter that he had no idea what to expect having just moved to New Jersey from a state where he did not have to get his car inspected. But he explained to the Governor that he never expected to be treated like a "child" and "like a criminal." Because of his experience he and his wife came away with an extremely negative opinion of MVS and we lost a chance to show how New Jersey government can work for people. Neither customer spoke directly about the service he received. Even the less complimentary letter was not a complaint about the service. He was complaining about the way that service was delivered. He was complaining about how he had been "treated."

These letters also increased my concern that occasionally I have heard that some of you feel that good customer service has to mean that the customer is always right. Nothing can be farther from the truth. We each have a job to do and must carry out those responsibilities fairly, equitably and correctly. Good customer service means we treat the customers, most of whom are motorists and citizens of New Jersey—and all of whom are human beings—with dignity and respect. We must always treat our customers as we would like to be treated.

Kindness, courtesy, and a willingness to be understanding of people's problems and feelings are essential ingredients in good service.



DIRECTOR PAULSEN

We are more than just employees doing a job. We are "good will" ambassadors. We don't represent a country, but we do represent our state. Because we deal with so many of the residents of New Jersey, how well we treat the people we service will form their impressions of the quality of all state government. Let's continue to set a great example.

Sincerely,

Glenn R. Paulsen
Director

THE TALK AT MVS

(Continued from Page 2)

Congratulations to some new grandmothers in the Data Entry Section. **Gloria Murphy** is enjoying her first grandchild, **Dexter Murphy Jr.,** born March 28 weighing seven pounds, three ounces. **Antoinette Pasqua** also is a first-time grandma, when **Pauline Alexander Pasqua** was born August 25 weighing six pounds, seven ounces.

—**Antoinette Marshall** welcomed two new grandchildren—**Ethan Robert Cohen**, born to her daughter and son-in-law, **Diana** and **Dr. Peter Cohen**, born last Christmas Day, and **Giacomina Antoinette Augello** born to her daughter and son-in-law, **Darcy** and **Fred Augello** on July 2.

—**Alice Schafer's** fourth grandchild, **Stephanie Leigh Schafer**, was born August 11 to her son and daughter-in law, **Dr.** and **Mrs. Charles Schafer**.

—**Mary Lancaster** has a new grandchild, **Shakiera Lynn Scott**, born June 27 weighing seven pounds, nine ounces. Her grandson, **Richard William Lancaster 3rd** celebrated his first birthday August 15.

Hole-in-one at Hopewell

Golfers often cannot find the ball after it is hit. When Lynn Tumulty couldn't find hers, the last place she looked was in the cup. And there it was! A hole-in-one!

Tumulty, Manager of the Office of Public Affairs and Managing Editor of TALE LITE, hit her hole-in-one on the 17th hole of the Hopewell Valley Country Club. She used a seven wood on the 195-yard, par three hole.

The once-in-a-lifetime shot came on September 14, her fourth wedding anniversary.

✔

Welcome back to Support Services Representative 1 **Edward Wasielewski** of the Driver Fitness and Control Unit, who has been on sick leave because of an auto accident.

✔

Happy birthday to **Jean Sampson**, Examination Technician at the Rahway Driver Testing Center. She celebrated her birthday on August 18.

Support Services Representative 3 **Louise Kolaski** of the Surcharge Section will be attending the wedding of her nephew, **Scott Henry**, in Lawrenceville School Chapel. Henry, who is employed by the New Jersey Office of Legislative Services, and **Susan Anderson**, a graduate of Trenton State College, are planning an April 1990 marriage.

✔

Lynn and Jeffrey Simone are the proud parents of a new son, **Jeffrey Simone, Jr.,** born July 15 weighing seven pounds, one ounce. Lynn is Support Services Representative 2 in the Data Base Correction Section, and Jeffrey is employed in the Department of Environmental Protection.

Do you still want a parking space?

A limited number of parking spaces are still available, Administrator Salvatore Marcello has announced.

Anyone interested in obtaining a parking space should call Lucy Martillotti at 292-4793.

Robert D. Brooks, Supervisor 2 of the Cherry Hill Inspection Station, sent in the photo on the left, of this raised vehicle, a Cadillac body on a Blazer chassis, which recently came through the Manahawkin Inspection Station. It was one of the first raised vehicles to be inspected under the raised vehicle program. When a vehicle is raised more than four inches above the manufacturer's specifications, it must go through the state's raised vehicle inspection program. The photo on the right shows a 1969 Chevrolet Camaro on a Chevy Blazer frame with 36-inch mud tires owned by Safety Specialist 2 T.J. Schwarzwalder of Bakers Basin. He plans on entering the vehicle in New Egypt Raceway competition this fall. The vehicle is powered by a worked 400 small block Chevy engine which he built.

LETTERS

Civil and easy

Sir:

Thank you for the courtesy and efficient service you gave me when I came on June 30 to get my car inspected. I was apprehensive because it was the last day of the month (though my car was due in July, I wanted to get it over with). There was a long line, but it moved along at an even pace. Each of the three examiners was courteous, pleasant and efficient.

What I thought was going to be a difficult experience turned out to be civil and easy. Thank you for having good examiners and for making this routine task okay.

Leslie R. Golden
Princeton

Living up to name

Sir:

Thank you for your prompt and courteous reply to my request. So many times you hear officers complaining about abrupt and rude responses that they get from personnel of Motor Vehicle Services. It was a pleasure speaking with the Business License Compliance Unit. I can see it is a part of the "Rebuilding for Better Service" they refer to.

If you ever need anything down our way, don't hesitate to contact me. Thanks again.

Chief John A. McEnery
Pitman Police Department

Speed at Freehold

Sir:

I want to thank you for your excellent achievements in Motor Vehicles. Recently I obtained your new registration forms promptly and correctly through the mail for my two sons. The new registration form (plastic encapsulated) is more durable, compact and attractive than the former paper form. Your computer evidently is operating much better than previously.

Recently I had my car inspected at the Freehold Inspection Station and was impressed with the speed that the line of cars moved through the inspection. The examiners were courteous, efficient and very professional in operating the inspection line. I want to compliment the Freehold examiners for an excellent job, thereby ensuring safer cars on the highways.

I also appreciate the examiners on the "outside line" who have a rough time in the winter when the weather is bad. I hope in the near future an enclosure can be supplied during the winter months to minimize the wind effects and make the inspection task a bit more comfortable.

Your staff at the Freehold Motor Vehicle Agency is also polite and very efficient. The lines move rapidly and the service is great. Your photo driver licenses are very good and are used for check identification also. (Too bad you don't do retouching to remove wrinkles.)

Unfortunately I rarely write letters to officials, but I want to express my thanks to you and your Freehold staff for doing an excellent job in a difficult task—serving New Jersey motorists.

Eugene Greenstein
Freehold

Machinery is working

Sir:

A few short years ago I had the pleasure of speaking to (former) Attorney General Cary Edwards at an assembly of Rotary Clubs. He spoke of another type of Motor Vehicle Division in New Jersey's future. One with state of the art computers, telephones that people answered instead of receiving busy signals, and an improved attitude in personnel. The machinery has been working, in mailing to Trenton, or calling on the telephone.

Today was my first in person visit to MVS in years. While dealing with the general public is not easy, you are an example of the positive attitudes and service orientation that was envisioned. My visit today could have been a nightmare but was not.

Thank you for your competence, professional manner, and dedication to the people that you serve. This indeed represents the "new MVS" that Cary Edwards pursued to achieve a few short years ago!

Charles Abbate
Newfoundland, N.J.

(Continued on Page 5)

LETTERS

(Continued from Page 4)

A possible mission

Sir:

Two years ago I was in the same "Train the Trainer" class as Vincent Pennacchi.

Mr. Pennacchi shared with me, to a small degree, your hopes and expectations for human development with MVS.

Since all dealings in the past with Motor Vehicle people had been considered comparable to having root canal work done by a dentist, I was skeptical to say the least. The clerks and supervisors with whom I had been forced to deal with in the past seemed to enjoy a perverse sense of achievement in frustrating the citizenry. Without recounting all the horror stories, suffice it to say that a simple computer error required the intervention of a State Assemblyman and one month's time on the part of his staff to effect a correction. If ever a situation screamed out for correction this was it. If ever a group of people seemed so entrenched in their ways as to be unsalvageable this was the group. It looked as though Mr. Pennacchi had embarked on an impossible mission.

I recently had occasion to deal with your regional office in Deptford. The program is working! With memories of the Trenton facility and the Trenton people in my head, the trip to Deptford was miserable. When I arrived, I was able to park my car. Without delay I was able to talk to a receptionist who actually smiled. I was asked to wait in an area that was clean, neat, comfortable and pleasant. I was assisted by a capable person who seemed as anxious as I was to resolve my problem. After only another short wait, I met a person who took my money while treating me as a valued client. I was confused. I was impressed.

These changes can not go unmentioned. When I started to list the attributes of this operation, I began with efficient, pleasant, etc. These words seem inadequate. You have achieved Professionalism.

Christopher J. McMahon
Beach Haven

Don't let this be you!

A recent Customer Report Card included the following:

"The first man whom I encountered . . . was a pompous, self-inflated dork. The type for whom a little power is dangerous."

Baby, look at you now!

Twenty-three photographs of babies and toddlers kept employees of the Personnel Management Bureau guessing last month.

The employees were asked to bring in their best childhood photo. The pictures were posted on the wall in the office of Marie Kraus, Southern Regional Personnel Assistant, who was in charge of the contest.

The object was to match up the identities of the cute little kiddies with their adult counterparts. The contest winner would be the individual who could identify the most photos correctly. The prize: $50, raised through a collection among the participants.

Sounds easy? Well, not really. The years take their toll and most of us don't look quite the same as when we were riding our tricycle or clutching our blanket.

Nevertheless, there were two winners who managed to sort things out.

Personnel Aide 2 Toni Williams and Support Services Representative 2 Ann Marie Tucker both correctly guessed 20 out of the 23 photos, and shared the prize.

Standing in front of their baby pictures are (from left) Marie Kraus, in charge of the contest; Personnel Manager William F. Bennett; the contest winners, Personnel Aide 2 Toni Williams and Support Services Representative 3 Ann Marie Tucker, and Administrator Salvatore Marcello.

Saving a life all in day's work for Secaucus trio

(Editor's Note: Safety Specialist 2 Michael Cannarozzi, who wrote the following article about how alert employees at Secaucus came to the aid of a customer in distress, is a member of the Executive Board of Local 518.)

By MICHAEL CANNAROZZI

It was a hot morning on August 15 with business as usual at the Secaucus facility.

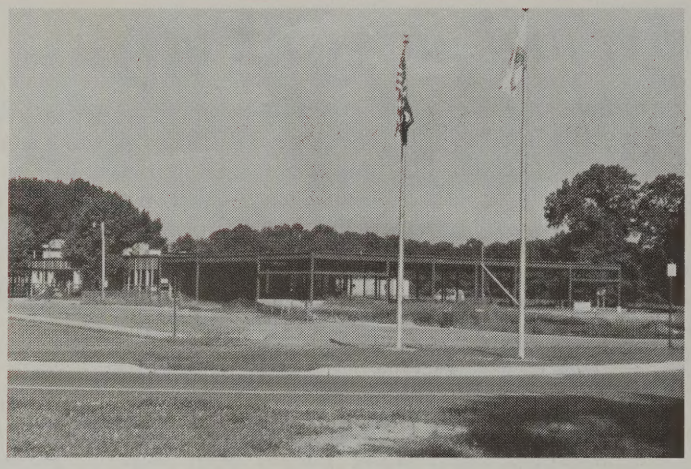
Safety Specialist 2 Jeremiah O'Brien was writing cards at the inspection waiting line when he noticed a customer sitting in his car and sounding his horn for no apparent reason.

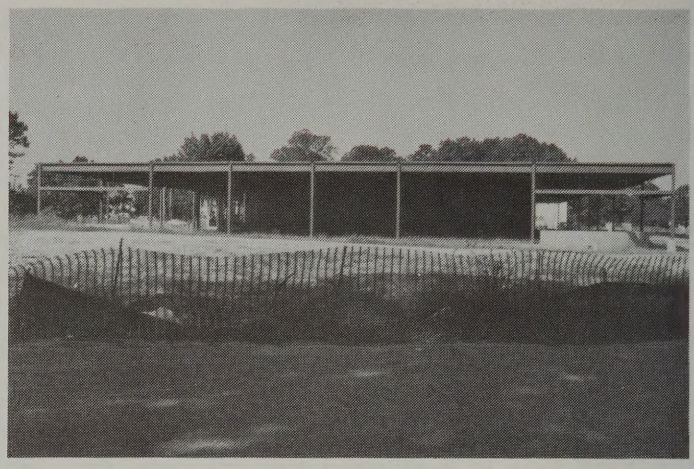
As O'Brien approached the vehicle, the customer complained that he experienced chest pains and had difficulty breathing. He also said he had a history of heart problems and that he was unable to find his heart medication in the glove compartment.

Realizing that the temperature in the car was too high for anyone to tolerate for long, O'Brien helped the customer from the vehicle and took him to an open booth chair at the beginning of the inspection line.

Meanwhile, Safety Specialist 3 Nicholas Minutillo searched the glove compartment and found the customer's medicine. Safety Specialist 3 Betty Koster, who saw what was going on, called for an ambulance.

Within minutes the customer was receiving oxygen and treatment from the Secaucus Paramedic Team and a life was saved, thanks to the three safety specialists who responded as a team in a life-threatening situation.



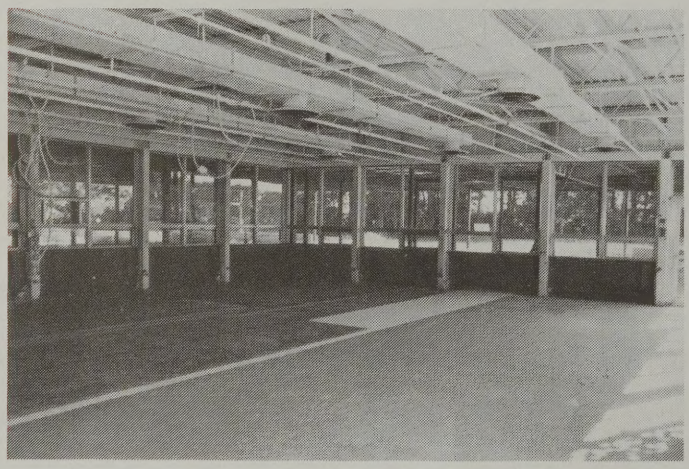


Eatontown Regional foundation, steel work completed in Monmouth

The photos on this page show the progress of the construction of the Eatontown Regional Service Center, scheduled to open in the summer of 1990. Phase I saw the completion of the foundation and steel work, and Phase II soon will begin on the building and renovations to the old motor vehicle agency.

The agency and adjoining driver testing center, which closed in April, will be expanded and modernized. When completed, the facility will be similar in appearance to the centers already open in Trenton, Deptford and Wayne. The agency is expected to move into trailers on the site later this year, while the driver testing center has been relocated to the Long Branch Armory during construction.

Also located at the Route 36 site in Monmouth County is a four-lane vehicle inspection station and road test area. Both have remained open while construction on the center continues.



Employees pledge to buckle up in 'Make It Click' campaign

(Continued from Page 1)

the next issue of TALE LITE.

The first round of drawings was conducted by an MVS employee who knows firsthand how crucially important seat belt use is in practicing highway safety. Support Services Representative 2 Rose Grady of the Data Output Section in the Bureau of Information Update and Retrieval could have been killed four years ago if she hadn't been wearing a seat belt. The car in which she was riding was rear-ended by another vehicle, nearly sending Grady through the windshield.

"If I hadn't been wearing my seat belt, I might not have been here today," she said.

According to the National Highway Traffic Safety Administration, safety belts and child restraints reduce the risks of death or serious injury in automobile accidents by 60 percent.

OBITUARY

Harold R. Smith

Harold R. Smith, former Examiner at the Newton Inspection Station, died on August 7. He began his state service as an Examiner on February 6, 1953 and retired in August 1975 after 22½ years of service.

An avid collector of Indian artifacts, he donated his extensive collection to Blair Academy, Blairstown.

He was also a student of the history of Sussex County.

PROFILE

Bob Damiani is in the information business

Update and Retrieval Bureau keeps manager busy

Working behind the scenes to supply information to other units in the Division as well as outside requesters, Bob Damiani puts in a busy day as Manager of the Information Update and Retrieval Bureau. His office is on the ground floor of the Trenton Regional Service Center, but the sections within his Bureau are located throughout the Division.

In place since the August 1988 restructuring of this phase of the MVS operation, Bob's bureau is one of the responsibilities that fall under the Information and Systems Management Program area of Administrator Rudy Torlini.

Bob coordinates the duties of a staff of 330 whose sections include Data Entry, Data Output, Special Services, and the Teletype Unit.

—The Data Entry Section processes New Jersey and out-of-state convictions and suspensions from the courts.

—The Data Output Section encompasses the Title Records Unit, the Abstract Unit, the Violations Unit, the Certified Information Unit and the License and Registration Unit, all involved in finding and producing copies of motor vehicle documents for various requesters.

—The Special Services Section processes special titles, out-of-state titles, special plates, government plates, title searches, lien satisfactions and refunds on registrations and titles.

—Teletype responds to out-of-state law enforcement inquiries on a 24-hour basis.

"Our sections themselves do not deal directly with the public, but we support the regional service centers, the Telephone Center, Data Base Corrections, and other internal users such as the legal staff and Director's office by providing them with the information they need so they can more efficiently serve the public," Bob said.

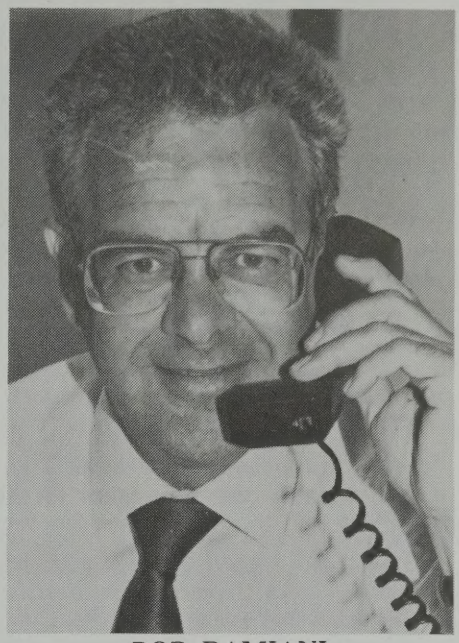
In the case of abstracts and certified information, requests also come from outside sources such as attorneys, employers, insurance companies, law enforcement representatives, and federal, state and local municipalities.

Bob is marking his 17th year at MVS, having joined the Division in January 1972 as a Senior Procedures Analyst in the old Bureau of Methods and Planning.

He moved through the ranks, including Supervisor of Data Preparation with Systems and Communications (SAC), and Administrative Analyst 3, 2 and 1.

Beginning in 1980, he worked on the six-year project to automate the motor vehicle agencies.

When the last agency, Cherry Hill, was computerized in 1986, Bob was promoted to Administrative Analyst 1 and transferred from the field to work on the Division's budget in Sal Marcello's area of Administrative Services.



BOB DAMIANI

When the Bureau of Information Update and Retrieval was formed in the reorganization, he was named Manager.

Majoring in economics at the College of Wooster, Ohio, he became a Labor Market Analyst with the Department of Labor and Industry after graduation in 1961.

He also brought to MVS wide experience in the business world. Before joining the Division, he held positions with Nationwide Insurance Company, American Express, RCA Corp., and the Itel Corp.

Born in New York City, he moved to New Jersey early in life. He and his wife, Catherine, make their home in Hamilton Square with their two children, Brian, 12, and Jeannine, 16.

Bob enjoys playing tennis, reading and being a "do-it-yourself" mechanic by keeping his own cars tuned up.

He sees the reorganization of the Division as a positive step not only in improving service to the public, but in bettering cooperation among the employees.

"I feel the Division's attitude toward customer service has now filtered down to relationships among employees," Bob said. "Employees are more cooperative and tolerant of one another's problems. I see examples of this in my everyday operation. There is definitely more team spirit now."

Chief of Staff Christine Cox (far right) presents the AAMVA/PACE competition plaques to Office of Public Affairs staff, from left: Edyth Hetman, Jeffrey Hall, Lynn Tumulty, Debbi Hutton and Maureen Sczpanski.

DIRECTOR HAS FIELD DAY WORKING AT DELANCO INSPECTION STATION

(Editor's Note: Director Glenn R. Paulsen literally became a hands-on director when he worked as an examiner at the Delanco Inspection Station. As promised in last month's Tale Lite, here are his experiences as reported in the following article, reprinted from the August 6 issue of the Burlington County Times.)

By BRUCE MARTIN
(Special to the BCT)

DELANCO—It's not often the director of a state agency leaves his Trenton command post and takes to the trenches.

But that's what Glenn R. Paulsen, Director of the Division of Motor Vehicles, did last week.

The lifelong Moorestown resident donned his coveralls and joined his men on the front lines at the Delanco inspection station.

Morale-building and fact-finding were the aims of the mission.

"The people in the field think they're on their own and policy gets made by people who don't know what it's like in the field," he said near the station's motorcycle licensing test track.

"I want them to know we're not aloof," said Paulsen, who left his private law practice to take the Director's post three years ago.

He checked driver credentials, tested auto emissions and slapped on inspection stickers.

"Wisely, they didn't let me lift anything. We don't need a lawsuit from me breaking somebody's car," he said.

Along the way, he confirmed some suspicions and learned a few things.

One thing he learned is that a new system has to be devised to inspect school buses. The stringent school bus inspection procedures take about 30 minutes and can cause instant backups, he said.

And his feelings about the intimidation factor proved to be on target.

"I remember going to the Mount Holly station as a boy with my father and being concerned about the results of the test and how we were going to be treated," Paulsen said.

"People are intimated by the process. It's very important to try to put people at ease."

To that end, new, less-military-looking unfiorms are slated for the inspectors, whose proper title is safety specialists.

Paulsen said the current blue-on-blue outfits look too much like those worn by the state police—so much so that one motorist asked him when the inspectors were going to crack down on tractor-trailers that aren't tying down their tarpaulins.

Morale building and fact-finding on the front lines.

"I don't like to tell anybody it's not my job, but . . .," Paulsen said.

Another motorist expected a hostile reception. "One woman said she used to think our personnel had to take nasty pills to work here, but she was pleasantly surprised," he said.

Since taking over the agency, Paulsen has emphasized courteous service. He has also upgraded facilities and equipment.

"The problem has never been the employees. They just didn't have the tools to do their jobs," he said.

"My philosophy is to try and know

(Continued on Page 9)

MVS NEWS BRIEFS

IN AN EFFORT TO REDUCE the likelihood of odometer rollback fraud, Motor Vehicle Services is now issuing an improved certificate of ownership (title) document. The new titles conform to the requirements of the Federal Truth in Mileage Act of 1986 and were designed to strengthen the existing laws governing odometer fraud.

* * *

NEW JERSEY HAS THE LOWEST overall rate of tampering with motor vehicle emission control systems, according to a nationwide survey conducted by the Environmental Protection Agency (EPA). The survey, conducted between March and August 1988, determined that instances of tampering in New Jersey have steadily decreased over the last few years—dropping from 19 percent of the vehicles sampled in 1986 to nine percent in 1988. The national tampering rate average was 19 percent in 1988.

Tampering with an auto's emission control system dramatically increases harmful emissions into the atmosphere.

Farewell gifts were presented to (from left) Paul Micholas, Thomas Mizzone and Michael Metallo at a retirement party held recently at the Wayne Inspection facility. Good Luck!

MVS launches search for commercial drivers

Motor Vehicle Services has launched a one-year program designed to identify commercial motor vehicle drivers who must be retested and re-licensed under new federal requirements.

There are an estimated 350,000 drivers who will be affected by these new, more stringent requirements established by the Federal Commercial Motor Vehicle Act of 1986.

MVS can identify about 200,000 drivers, who include those already licensed to operate buses and articulated trucks. To ensure that the more than 150,000 remaining commercial drivers are identified and tested, MVS has begun the one-year information campaign to alert every licensed driver in New Jersey concerning the new federal commercial licensing requirements.

If these commercial drivers aren't retested and licensed under the terms established by the Act, they will be barred from driving commercial vehicles after April 1, 1992.

Beginning in September, a combination application and warning notice concerning the new requirements will be included with every license and registration renewal mailed by MVS. The program will be continued through September 1990 to assure that MVS reaches every licensed driver in the state.

Under the new federal standards anyone who drives either a tractor trailer or any other truck or combination of vehicles with a gross vehicle weight rating of more than 26,000 pounds, a bus, including all school buses, or any vehicle carrying hazardous material must be retested and licensed for the specific type vehicle they operate.

The actual testing process will include both written tests, based on information contained in a commercial motor vehicle driver manual which will be provided to all applicants prior to testing, and a variety of road tests.

In most cases during the initial licensing process that will begin in 1990, most current commercial drivers will be exempt from the road tests if they successfully pass all the necessary written tests. However, after April 1, 1992, anyone applying for a commercial license will have to undergo the full battery of tests.

The proposed charge for the testing process will be about $35 per person no matter how many tests are taken, including any necessary retesting as a result of initial failures. The proposed cost of the four-year commercial license will be approximately $12 and will be in addition to the $17.50 charged for a basic passenger license. The first commercial licenses issued in 1991 and early 1992 will be prorated to expire with any current passenger licenses.

Other countries dislike drunk drivers, too

If you think the penalties for drunk driving are tough in New Jersey, take a look at how other countries punish individuals found guilty of driving under the influence of alcohol or drugs.

- **Australia—The names of drunk drivers are sent to the local newspapers and are printed under the heading "He's Drunk and He's in Jail."**
- **Malaya—The driver is jailed, and if he's married, his wife is jailed, too.**
- **Turkey—Drunk drivers are taken 20 miles from town by police and forced to walk back under escort.**
- **Norway—Three weeks in jail at hard labor, one year loss of license. The second offense within five years, license revoked for life.**
- **Finland and Sweden—Automatic jail for one year at hard labor.**
- **Costa Rica—Police remove plates from car.**
- **Soviet Union—License revoked for life.**
- **Great Britain—One year suspension and $250 fine and jail for one year.**
- **France—Three-year loss of license, one year in jail and $1,000 fine.**
- **Poland—Jail and fine and forced to attend political lectures.**
- **Bulgaria—A second conviction results in execution.**
- **El Salvador—Your first offense is your last. Execution by firing squad.**

Atco SS2 injured in head-on car crash

Safety Specialist 2 Gary Simpers of the Atco Inspection Station was on his way to an early morning fishing trip August 6 when his car was hit head-on by a speeding vehicle on the dark road.

Simpers suffered serious injuries to his left arm and left leg and must undergo major reconstruction of his elbow. He recently was transferred from John F. Kennedy Hospital in Stratford to the University of Pennsylvania Hospital, Philadelphia.

Simpers' wife, Janet, expresses her gratitude to MVS employees who offered their help and support following the accident.

DELANCO INSPECTION STATION

(Continued from Page 8)

the business, encourage people and give them the support they need to do their jobs. Treat them as valued employees and they'll respond."

That response has evidenced itself by shorter lines at the stations, Paulsen said, noting that many motorists told him they were surprised at the fast service.

Station Supervisor John Krulikowski appreciates Paulsen's philosophy.

"His visit shows us we're not in a lost area and that he's right here with us," Krulikowski said.

The supervisor issued Paulsen a permanent invitation to review the troops. "I personally welcome him to come down unannounced any time," he said.

Krulikowski said the inspectors didn't know what to expect when they first heard about Paulsen's visit. But after seeing how down to earth he is, they treated him like "one of the guys," he said.

Paulsen will leave his post with the inauguration of a new governor in January. He plans a return to private practice.

"I love public service, It's a marvelous learning experience," he said. "But I think it's time to practice law again for awhile—time to reestablish my credibility as a lawyer. But I'll be back."

He still has a few more months on the job, however.

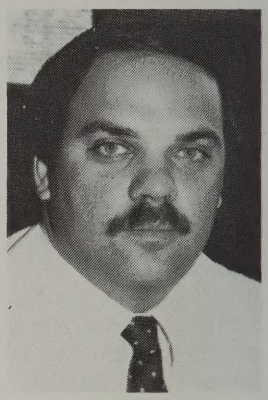
"I've never worked in a motor vehicle agency. I might do that too," he said.

PEOPLE POLL

QUESTION: What is your opinion of a West Virginia law that revokes an individual's driver license if he or she drops out of school? (New Jersey is considering similar legislation.)

Julie Sugar

JULIE SUGAR
Support Services Representative 2, Carriers Unit
"If the young people are dropping out to get a job, that's fine. But if there's no reason to drop out except to create traffic jams, then they shouldn't get the license. The law should specify the reason for dropping out, and make exceptions for certain specified reasons."



Joseph Vasil

JOSEPH VASIL
Safety Specialist 1, Liaison Support Unit
"The law gives kids an extra incentive to finish school, knowing they will retain their license. I think New Jersey should adopt a similar law."

Kathleen Pratt

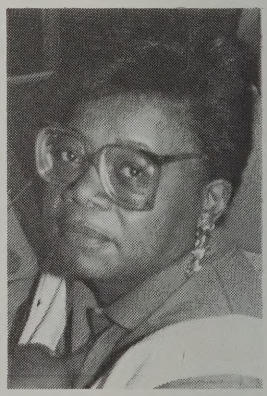
KATHLEEN PRATT
MIS Technician, Technical Support Unit
"New Jersey should not get involved with educational matters. If someone drops out of school to get a job, the law would be denying employment since you need a driver license in most jobs. If the teachers are having a problem keeping kids in school, would the denial of a driver license help? I don't honestly think it would. What it would do is promote the welfare system."

Pat Emert

PAT EMERT
Support Services Representative 1, Business License Compliance
"Kids should be encouraged in some way to stay in school. However, if there is an extenuating circumstance to dropping out, then the law should consider those options. Each situation should be weighed separately, but the law would encourage them to stay in school."

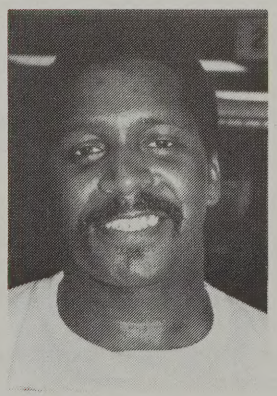
Phyllis Smeraldi

PHYLLIS SMERALDI
Support Services Representative 3, Inventory Control Unit
"New Jersey should have a similar law. I see what happens in my neighborhood. The kids quit school and cruise around in their cars. The law will keep them off the street and in school where they belong."



Beverly McAllister

BEVERLY McALLISTER
Support Services Representative 3, Restoration and Suspension Unit
"I don't like the law because individuals differ just like circumstances. Driving and education—what do they have in common? A person could drop out of school and then use a vehicle to drive to night school to get a high school equivalency diploma if he or she had a driver license."

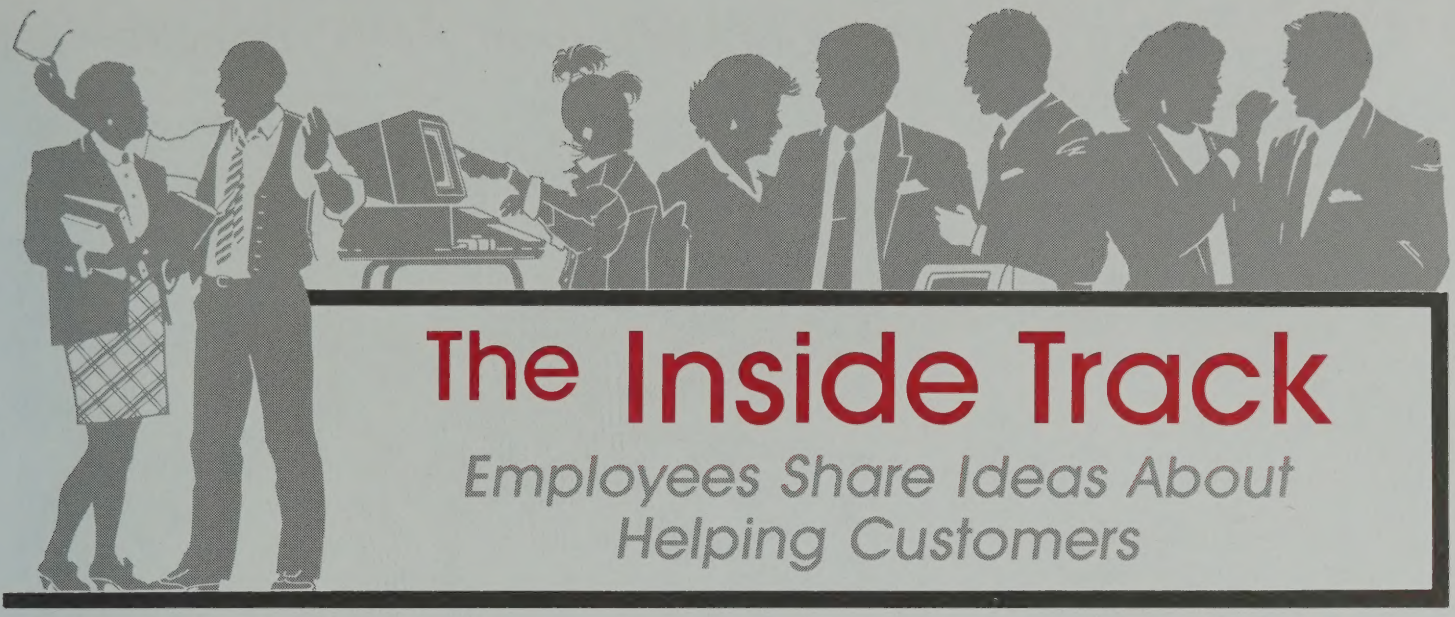


Gerald Faulkner

GERALD FAULKNER
Postal Clerk, Mail Inserting and Metering Unit
"The law has its good points and bad points. The law should provide for each individual case before acting to revoke a license. If someone leaves school to take a job, then the license should not be revoked."

Jennie Hill

JENNIE HILL
Support Services Representative 1, Security Responsibility Accounting Section
"If you take their license away, that doesn't mean they will not drop out of school. It doesn't make sense. Destructive kids can get into just as much trouble after school or even while in school. Taking a license away for dropping out of school is stupid."



The Inside Track

Employees Share Ideas About Helping Customers

Editor's Note: The following comments are from employees who work behind the scenes to support MVS functions in some way. These individuals are your co-workers who provide services to you. They are only a few examples of how we are all each other's customers.

* * *

"We sort and enter on the computer certified mail that is sent to the Division. We also deliver certified and regular mail to the various units. As many as 1,000 pieces of mail are delivered from our unit in a week."

Pam Chalmers
Support Services Representative 3
Mail Sorting Unit

"We deliver shipments from the warehouse to the headquarters buildings and Quakerbridge Plaza. Wherever they ask us to take a package, we take it."

Harold Neil
Truck Driver
Stocks and Supplies Section

Do you have an example of how service to MVS customers can be improved? We'd like to hear from you. Please use the printed Employee Survey Card, or a plain sheet of paper, to share your idea with co-workers. Your idea can be one you already use and know is effective, or one you think could be adopted to better serve our customers. Your comments will be printed on this page. Send your ideas to: Internal Communications Unit, Public Affairs Office, 7th floor, 25 South Montgomery Street, Trenton, N.J. 08666. You may also obtain additional Survey Cards from this office.

"We fill all requests for courier services, which include both transportation of people and the picking up and delivery of packages and envelopes.

"Three messengers are sent from my office to various destinations, such as the Justice Complex, Governor's Office, Quakerbridge Plaza and the regional service centers.

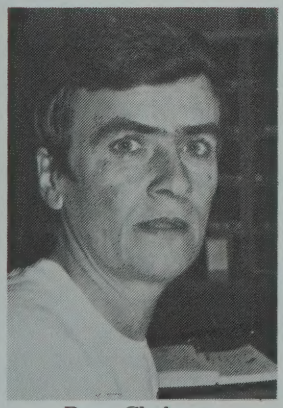
"We also provide transportation to the hospitals and doctors' offices in the event of injured or sick employees."

Sally Anderson
Senior Procedures Analyst
Central Services Bureau

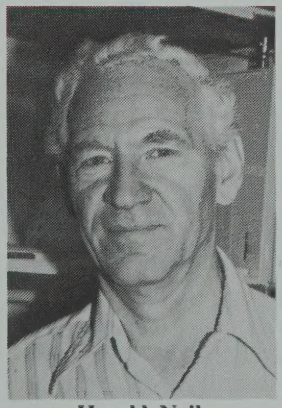
"When units ask for work to be done, such as moving desks, building walls, changing locks, painting, plumbing or carpentry, I make sure there is someone available to do the job and send him as quickly as possible.

"People requesting jobs to be done should try to give enough notice, unless there is an emergency such as a power failure, broken water pipe or anything of a security nature."

Andro Markowitz
Acting Assistant Supervisor
Facilities Management Bureau

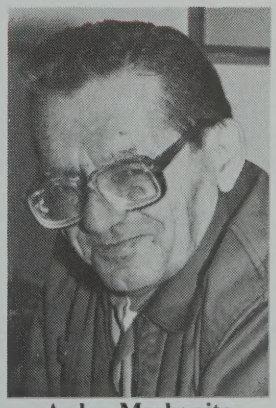


Pam Chalmers



Harold Neil

Sally Anderson



Andro Markowitz

MVS' unsung inventor: Carl Herman finds an easier way

By MAUREEN A. SCZPANSKI

As Carl Herman watched his co-workers agonizing day after day over the laborious task of cleaning and refurbishing the base of the headlight board tracks used in inspection stations, he realized that there had to be an easier way.

Herman's job at the Elizabeth Repair Shop, which is part of the Bureau of Facilities Management, is to help maintain all of the mechanical equipment used at the state's 34 public inspection stations. Along with five other employees at the Union County facility, Herman is responsible for making sure that everything from the brake machines to the hydraulic lifts are operating safely and are kept in top condition.

According to the 26-year old welder, the headlight board tracks, which are secured to the floor of the inspection stations, must have the rust scraped off them periodically if they are to work efficiently.

This task was often difficult for Herman and his co-workers, sometimes taking several hours to manually scrape the rust off with a hammer and chisel.

"It was an uncomfortable, time-consuming job," Herman said. "I knew that there had to be an easier way to do it."

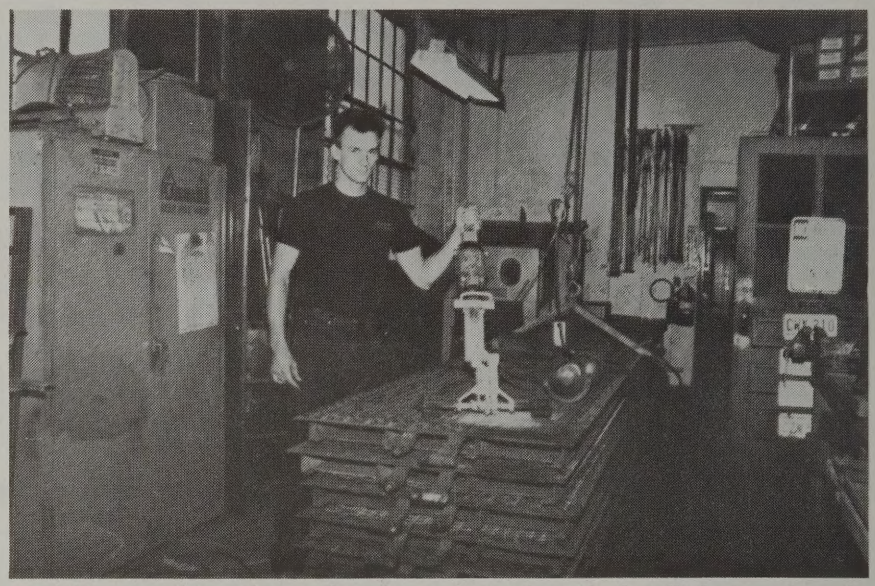
So Herman set about assembling a new piece of machinery that would help him and his co-workers increase their productivity and make their job a little easier.

From parts of a lawnmower and spare pieces of machinery at the shop, Herman was able to fasten a hand-held grinder that, working like a scaling device, removed the rust from the track in half the time.

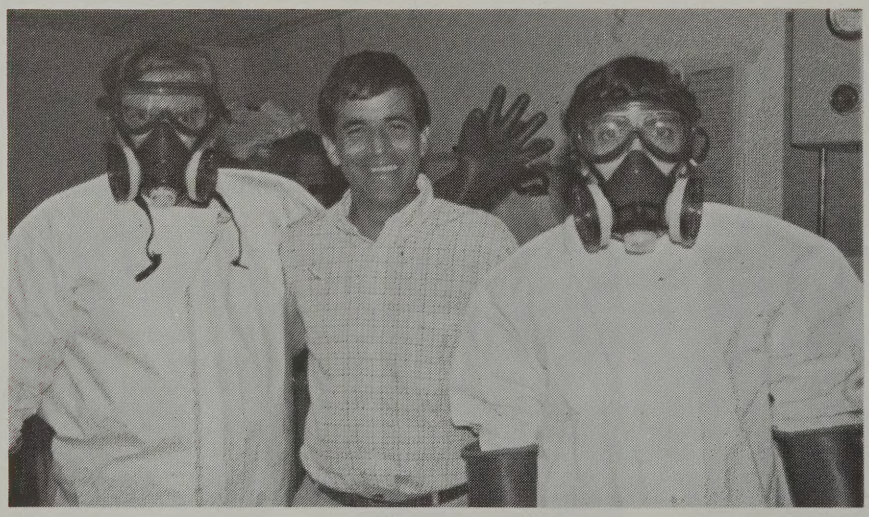
Needless to say, Herman's crew supervisor, Dennis McNulty, and the facility's Assistant Supervisor, John DeRose, were especially pleased with Herman's time-saving invention.

"We encourage our employees to be creative and to put their ideas into operation," McNulty explained. "We've been using this device for more than a year now and it works fine. It has saved my crew time and manpower."

Herman, an Elizabeth resident, has a background in mechanics. He has been with Motor Vehicles for five years, starting out as a summer employee.



Carl Herman shows the machine he made to clean the headlight board tracks in inspection stations.



Director Glenn R. Paulsen checks out a report that MVS has been invaded by creatures from outer space. Actually, he found Jim Williams (left) and Charley Villareal of Microfilm Services in the basement of 137 East State Street. They are wearing special suits as a precaution in the handling of ammonia hydroxide, used in the processing of microfilm.

TALE LITE

State of New Jersey
Thomas H. Kean, Governor
Department of Law and Public Safety
Peter N. Perretti, Jr.
Attorney General
Motor Vehicle Services
Glenn R. Paulsen, Director

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